

FREQUENTLY ASKED QUESTIONS

HOW CAN I GET A TOTAL PRICE?

The best way is to fill out our "custom event quote" page, at the bottom of our contact form. We can send you a full quote within 24 hours. Alternatively, all of our pricing and info are available on our website, as well as easy to understand "set packages" at the bottom of our menu page.

DO YOU HAVE A MINIMUM ORDER?

Yes, to ensure the quality that our clients expect, we have a 1.5K minimum food spend (which is equal to 50-60 guests depending on the menu) not including florals or staffing. This is because our back of house chefs and truck driver have to be commissioned for each individual event as everything we do is custom and we do not hold large amounts of the food and have chefs cooking all the time. Because of this, each individual event has a certain amount of overhead in staffing costs that must be covered regardless of size.

WHAT ARE YOUR WEDDING POLICIES?

We do not charge an increased fee or cost per person for wedding catering. However we do require you to have a wedding planner, and we do not offer wedding planning. We do not offer free wedding tastings, but we can send a private chef to your residence to cook your menu for a fee. We can also have you at one of our other events an hour before service to try our food for free. Although we can hire your front of house staffing, and arrange your rentals, your wedding planner must take responsibility for all front of house setup. When we arrive we just focus on the food, the food tables, and food service. We typically have your captain come an hour before the rest of the front of house staff, to confer with your wedding planner. This is because our company is a 100% chef run and operated business. We are obsessed with food quality and design, and so we want to devote all of our energy to that!

HOW LONG DOES IT TAKE TO SET UP?

All grazing tables need a minimum of 2.5 to four hours to set up. If your service time is at 6PM for example, we would arrive outside at 2 to unload our truck and to get inside. By 2:30 we would unload everything at the various areas in your event, and have 3 to 3.5 hours to set up your feasting table, canapes, and main courses. Additional time may be needed if fresh food is being cooked on site. Some events do not need as much time, and some require more. We will discuss this with you ahead of time!

HOW WILL YOU DEAL WITH MY UNIQUE VENUE?

Each venue is different, and so are the policies of those spaces. Please put us in contact with the person in charge of your space, so we can get your COI issued with our insurance on time, as well as handle logistical challenges. Some venues are very strict, and only allow caterers to come right before the event, in which case we would not be able to offer certain items to you. We have catered in some of the most challenging spaces, including A list celebrity homes, Central Park, World Trade 1, and many more. Some venues require additional insurance which we do not offer, which is why it is important to deal with this before deposits are placed.

ARE YOU FULLY INSURED?

Edenopolis LLC is fully insured and holds a 2 million dollar policy. Any additional insurance that your venue needs can be purchased if needed. Our staff are insured by Top Shelf Staffing LLC and have workers compensation and disability as well as their own liability insurance. Our food is prepared in our own private certified facility at 35 Meadow street in Brooklyn. All of our chefs hold food protection certificates. Another popular option for buildings with massive insurance policies (10 million etc) are HHA forms or "Hold Harmless Agreements." Because we cannot simply raise our insurance limits for individual events, these are the best options for buildings like this. We have no problem signing them for you because we will not damage your property!

DO YOU NEED A DEPOSIT TO SECURE OUR DATE?

Deposits and payment schedules depend on the size and scope of your event. Some smaller events do not require a deposit until three days before, while others one month ahead. Although we often cater several events at a time, some events need our full attention because of size or complexity. In those cases, a deposit is required to secure the date and ensure that we do not offer it to someone else.

DO YOU DELIVER PRE COOKED FOOD?

Our kitchen is cold prep only. We do not pre cook any food, but instead cook everything freshly on site with either rented equipment or your on site kitchen. We prepare fresh, private chef quality food for events of any size. All prep is fully done and organized upon arriving at your event. Marination, pickling, chopping, wash-ing, and everything else is done ahead of time. Baking, frying, grilling, or boiling is done on site. We do offer overnight sous vide meats that do arrive hot and ready for spaces that do not want cooking.

WHAT DO YOU DO WITH LEFTOVERS?

This all starts with a talk with the client. Some people want to keep all the food for a party the next day, some want it to be donated. We have a connection to a local fire house (with hungry firefighters), and lots of hungry staff! The fire fighters are great because they will take anything, where as the homeless shelters typically only accept pre packaged foods and are rather picky. We always bring ziplock bags and aluminum trays to pack up leftovers. We hate throwing food away!

DO YOU OFFER BARTENDING?

Yes, we have specific packages available on our menu tab. Although we have insurance that covers you and our bartenders who serve you, we do not hold a liquor license as food is our passion and we want to stay focused on food. We charge a percentage for our service and you pay for beverages directly.

HOW DO YOU OFFER SO MANY DIFFERENT MENUS?

My wife Eve and I travel around the world every year during the winter researching home cooked food. We also approach catering in the same way as a private chef with extreme attention to detail and customization. Each menu and event is unique. We can achieve this because we do not hold frozen food or try to make large batches of food for multiple events. We also make sure that logistics are thought of first, so that we don't overextend on our creativity.

FOR THE TABLES, CAN WE PICK ANYTHING?

Yes and no. We primarily try to guide people to select our pre-made menus as the items on those are tried and tested. You can modify things if you don't like some aspect of the menu or if someone has a dietary restriction. If you would like to make a custom menu, we can do that as well for an additional cost. Too many items is bad for guests as there is not enough of everything for everyone.

HOW DO WE CUSTOMIZE OR CREATE A MENU?

However you would like! Please call chef Richard on the phone or communicate over email to express your food wishes, likes and dislikes. We can then make a menu for you based on your requests. You can also visit our menu page to pick one of our pre-fix menus. Another way to go about it is to see the menus that we offer, and then just edit specific items that you like or don't like, to make it perfect for you. Every client and event is unique and we love that!

HOW DO YOU KNOW HOW MUCH FOOD TO BRING?

We aim to have roughly 10% more than can be consumed by your guests. Everything we order is done by weight. For example, for appetizers we estimate 3 oz of meat and 3 oz of cheese per person, but for main courses it is 1/2 LB of protein per person. One important thing is to not have too many protein options, because then the menu will become too expensive and there will be too much leftover food. We try our best to be as transparent as possible about our ordering, please ask us for more details!

DO YOU OFFER EVENT PLANNING SERVICES?

Although we are always here to help connect you to one of our amazing vendor partners, we do not do event planning. We focus on the food, staffing, and rentals. We are here to plan with you about your rental order through our partner Party Rental LTD, and make sure it is perfect. We are also here to make sure you have the correct amount of staff you need, and that they are managed properly. Things outside of that scope, including wedding planning and complex logistics of entertainment vendors we do not have the capacity to manage.

HOW FAR IN ADVANCE SHOULD WE BOOK YOU?

This really depends on the size and scope of your event. For larger events over two to three hundred guests, we recommend over a month ahead, to ensure that you get the date you are requesting, as we typically do not cater more than one large event per day. For smaller at home dinner parties you can usually wait until a few weeks ahead, as we can manage multiple on the same day. You can always request a "soft hold" on a date ahead of time with no financial commitment, and we will let you know if someone else requests it.

HOW DOES STAFFING WORK?

Our head chefs are paid \$50/hr in house, and we make no commission from that, it is how much they make. All additional chefs like servers, bartenders, and chef assistants are booked through our partner company Top Shelf Staffing. We trust them as we have worked with them for over ten years, and we have a great relationship! They will bill you directly on a separate invoice from ours for servers, bartenders, and chef assistants. The rates they charge are between \$40-\$50 per hour on average and are slightly more for event captains.

WHATS THE FIRST STEP?

If you are confused for any reason, the best method of communication is always talking on the phone. Give us a call and we will answer any questions you have!